

HEALTH SYSTEM INDICATOR INITIATIVE

Communiqué #5

March 2011

Health System Indicator Initiative

The Health System Indicator Initiative is a LHIN-led initiative that brings health system partners together to create awareness and alignment in our collective pursuit to establish a coordinated, system-based approach to indicator identification, development, maintenance, and reporting.

INTRODUCTION

This communiqué is the fifth in a series distributed to health system partners including health service providers, Ministry of Health and Long-Term Care, Ontario Health Quality Council, Canadian Institute for Health Information, Institute for Clinical Evaluative Sciences, Cancer Care Ontario, and Local Health Integration Networks regarding progress and outcomes from the LHINs' Health System Indicator Initiative Steering Committee (HSIISC).

LHIN HEALTH SYSTEM PERFORMANCE INDICATOR FRAMEWORK

The HSIISC is pleased to announce that all 14 LHIN CEOs endorsed the LHIN Health System Performance Indicator Framework on January 20th, 2011 (Appendix I). The Framework was developed as a tool for LHINs to identify indicators to monitor the performance of the health care system and the health service providers (HSPs) delivering services. The Framework will be used to guide the LHINs and HSPs in designing and implementing system level, outcome focused performance indicators for service accountability agreements and other LHIN provincial priorities. In addition, each LHIN will be encouraged to use the Framework to guide their local portfolio of performance indicator work. An Indicator Framework Guide document has been developed to describe the framework development, define the framework terminology, and demonstrate the consistencies and alignment of the framework with the Ontario Health Care System Scorecard.

The Framework is meant to be a fluid document and may change as LHIN provincial system changes occur. The Health System Indicator Initiative Steering Committee will continue to monitor these changes and potential revisions required to the Framework. If changes are required, all LHINs, HSPs, and other partners will be informed.

SERVICE ACCOUNTABILITY AGREEMENT INDICATORS

Indicators are used as a primary tool for demonstrating performance improvement and monitoring accountability requirements. A key task for the HSIISC was to identify a list of recommended performance indicators to be included in the new Hospital Service Accountability Agreement (H-SAA) and Multi-Sector Service Accountability Agreement (M-SAA) covering community sector HSPs.

A key element of the Health System Indicator Initiative was a commitment to engaging with sector partners to ensure a collaborative approach to performance management and indicator selection. In consultation with hospital and community sector representatives, the provincial Health System Indicator Initiative Technical and Steering Committee teams developed indicator selection criteria and identified a draft list of M-SAA and H-SAA indicators for the upcoming agreements, in alignment with the LHIN Health System Performance Indicator Framework.

M-SAA Indicators

A final listing of M-SAA indicators, as approved by the provincial M-SAA Steering Committee, was released on January 4th as part of the new 2011-14 M-SAA. Strong sector engagement and consultation throughout the indicator identification and development process was a critical success factor for establishing relevant performance measures. The performance indicators established will support the LHINs to manage the system locally, giving accountability to providers to deliver services and focus on improvements that contribute to partnerships and system sustainability.

Throughout January and February 2011, the provincial Health System Indicator Initiative Technical and Steering Committee teams worked collaboratively with sector representatives to identify appropriate performance standards for the provincial M-SAA accountability indicators. All accountability indicators have a target, corridor and standard of performance. In addition, all LHINs were provided with baseline data to inform their discussions with HSPs on local indicator targets where required. Where provincial targets or clinical benchmarks were established, the LHIN and HSPs took these into consideration.

The final M-SAA Indicator Technical Specifications document, which lists all accountability and explanatory indicators, provincial performance standards and information on indicator calculations, was released on February 24th, 2011. The document is available on all LHIN websites.

H-SAA Indicators

The 2011-12 H-SAA is a further extension of the existing 2008-11 agreement and as such the existing performance indicators were refreshed as required by the provincial Health System Indicator Initiative Technical and Steering Committee teams through consultation with hospital representatives.

A final listing of H-SAA indicators and technical specifications, as approved by the provincial H-SAA Steering Committee, was released on March 8th 2011. In addition, all LHINs were provided with a target setting document to inform the local target setting process and their performance discussions with hospitals.

HEALTH SYSTEM INDICATOR INITIATIVE: PHASE 2

The development of indicators, performance standards and technical specifications for the M-SAA and H-SAA completes the first phase of HSIISC's mandate. The HSIISC extends its gratitude to all the stakeholders that were involved in finalizing the list of indicators.

Over the next few weeks the Health System Indicator Initiative Steering Committee and Technical Working Group will be reviewing and refreshing its membership and establishing the Phase 2 work plan. Key areas of focus for Phase 2 will include the ongoing collaboration with the sectors for developmental indicators, establishing an ongoing 'life cycle' for service accountability agreement indicators, establishing a process to link into performance indicators being developed as a result of LHIN provincial priority projects, and the ongoing review of indicator initiatives within OHQC, the ministry and other partners that the HSIISC can leverage and align with for its upcoming work.

NEXT STEPS

The next meeting of the HSIISC will be held on April 15th, 2011.

Further updates on the progress of this initiative will be provided in upcoming communiqués. Communiqués will be circulated broadly using established communication channels through LHINC.

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LHIN Collaborative (LHINC)

LHINC is a provincial advisory structure. LHINC engages health service providers, their Associations and the LHINs collectively on system-wide health issues related to the LHINs' mandate.

Appendix I

LHIN HEALTH SYSTEM PERFORMANCE INDICATOR FRAMEWORK (Template)

HEALTHIER LIVING, HEALTHIER COMMUNITIES, HEALTHIER SYSTEM						
Population Health <i>Focusing on the Provision of High Quality Health Care, Across the Continuum of Care</i>						
Cross-cutting Priorities	Cross-cutting Dimension	Key Areas of Focus	Components of and Enablers to Providing Quality Care	Continuum of Care		
				Prevention & Promotion	Acute	Recovery & Maintenance
ER ALC Chronic Disease Management Mental Health & Addictions Primary Care Seniors' Health	E Q U I T Y	Person Experience	Access			
			Effective			
			Safe			
			Person-Centered			
		Organizational Health	Efficient			
			Appropriately Resourced			
			Employee Experience			
			Governance			
		System Perspective	Integration			
			eHealth			
			Community Engagement			